



**Attorney Docket RSW920010129US1**

**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

In re application of Suresh Ganesan, et al.

November 10, 2004

Serial Nbr: 09/932,368

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For: Web-Based Distributed Call Center Architecture

Art Unit: 2642

Examiner: Thjuan P. Knowlin

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**Express Abandonment of Application (37 CFR 1.138)**

Mail Stop Express Abandonment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir,

The above-identified application is hereby expressly abandoned.

Respectfully submitted,

*Marcia L. Doubet*

Marcia L. Doubet  
Attorney for Applicants  
Reg. No. 40,999

Docket No. RSW920010129US1

Customer Number 43168

Phone: 407-343-7586; Fax: 407-933-2633

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I hereby certify that this paper is being deposited with the United States Postal Service as First Class mail in an envelope addressed to the Mail Stop Express Abandonment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on November 10, 2004.

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